

TVS Business Office Inspections

New Information

The Department of Motor Vehicles (DMV) or its contracted vendors will be conducting annual routine inspections and the ongoing monitoring of all California Traffic Violator Schools (TVS) business and branch offices. TVS business facilities and their business records will be inspected.

Inspections

The inspections will include, but are not limited to, the following:

TVS Facility

- Public Access – The facility **must** be open to the public during the posted office hours.
- Residence Office – There **must** be a room(s) devoted to, and occupied for, the office of the school. This room(s) **must** be located on the ground floor and provide a direct entrance from the exterior of the building.
- Employees/Staff – The business office **must** have a person in charge that is knowledgeable concerning the operation of the school.
- Office Hours – The office operation hours **must** be the same as the courts in the county. If the TVS is closed during core hours, a notice **must** be posted listing the duration of the closure. Also, the TVS answering machine/service must notify callers of the duration of the closure.
- Indoor and Outdoor Signs/Notices:
 - If the TVS business office is located in a free standing building, storefront, or residence, the business name **must** be posted on the front of the building.
 - If the TVS business office is located in a building with multi-businesses, the TVS business name **must** be posted in an area that is common to all other businesses, adjacent to, or over the entry doors of the TVS business office.
 - All outdoor signs **must** contain lettering that is clearly legible from fifty (50) feet.
 - All indoor signs **must** contain lettering that is clearly legible from ten (10) feet.
 - Business office hours **must** be posted.
 - A DMV approved notice citing *California Penal Code* §134 **must** be posted.

Inspections, *continued*

TVS Facility, *continued*

- Licenses:
 - The original and unexpired owner license (or temporary permit) **must** be clearly posted at the TVS business office. A photocopy of this license must be clearly posted at each office branch.
 - The original and unexpired operator license **must** be clearly posted at the TVS business office. A photocopy of this license must be clearly posted at each office branch.
 - The current instructor(s) license (or temporary permit) **must** be maintained on file.

Business Records

- Business Record Retention – Records **must** be maintained for every TVS course provided for a minimum of three (3) years.
- Business Record Location – All original business records **must** be maintained at the principal place of business or branch location for at least eighteen (18) months.
- Student Confidentiality – Confidential student information **must** be safeguarded and secure.
- Quarterly Reports – A copy of each Traffic Violator School Quarterly Report (OL 850) form **must** be maintained for a minimum of three (3) years.
- Student Roster – A roster sheet/enrollment card **must** be completed for each class that is conducted or cancelled due to low enrollment.
- Receipts:
 - A copy of each receipt for payment issued **must** be maintained for a minimum of three (3) years.
 - A copy of each receipt indicating successful completion of a course **must** be maintained for a minimum of three (3) years.
- Student Post-Knowledge Tests – Test scores **must** be recorded. If not, the test **must** be maintained for three (3) years from the date of the class.
- Disclosure Statement – A copy of the signed disclosure statement **must** be retained for thirty-six (36) months.
- Instructor Exam – The instructor exam **must** be maintained for three (3) years.

<p>NOTE: Schools are reminded that noncompliance with the <i>California Vehicle Code (CVC)</i>, the <i>California Code of Regulations (CCR)</i>, or any other requirement can lead to administrative disciplinary action, which will suspend or revoke any license issued to a licensee or any license issued, in conjunction with the school.</p>

Background

The Department of Motor Vehicles has contracted the California Traffic Safety Institute and the Community Development Commission of the County of Los Angeles to perform routine business office inspections in order to ensure all California TVS business and branch offices are in compliance with the current CVC and CCR sections.

References

California Vehicle Code §§1671 and 11200-11222s
California Code of Regulations, Title 13, Division 1, Article 4.7
OLIN 2012-05 Contracted Vendors as DMV's Agents

Distribution

Notification that this memo is available online at www.dmv.ca.gov/pubs/olin/olin.htm was made via California DMV's Automated E-mail Alert System in May 2012 to the following:

- Traffic Violator School Subscribers

Contact

Questions regarding this memo may be directed to the Occupational Licensing (OL) Compliance Services and Support Unit at (916) 229-3154.

A handwritten signature in black ink, appearing to read 'Mary Garcia', with a stylized flourish at the end.

MARY GARCIA, Chief
Occupational Licensing